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**Charlotte Family Housing**  
*Working to solve family homelessness*

Our mission is to empower working families experiencing homelessness to achieve life-long self-sufficiency through shelter, housing, supportive services, and advocacy.



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### Families Exiting the CFH Program in FY2021

In fiscal year 2021, we served:

- 239 families** including **484 children**

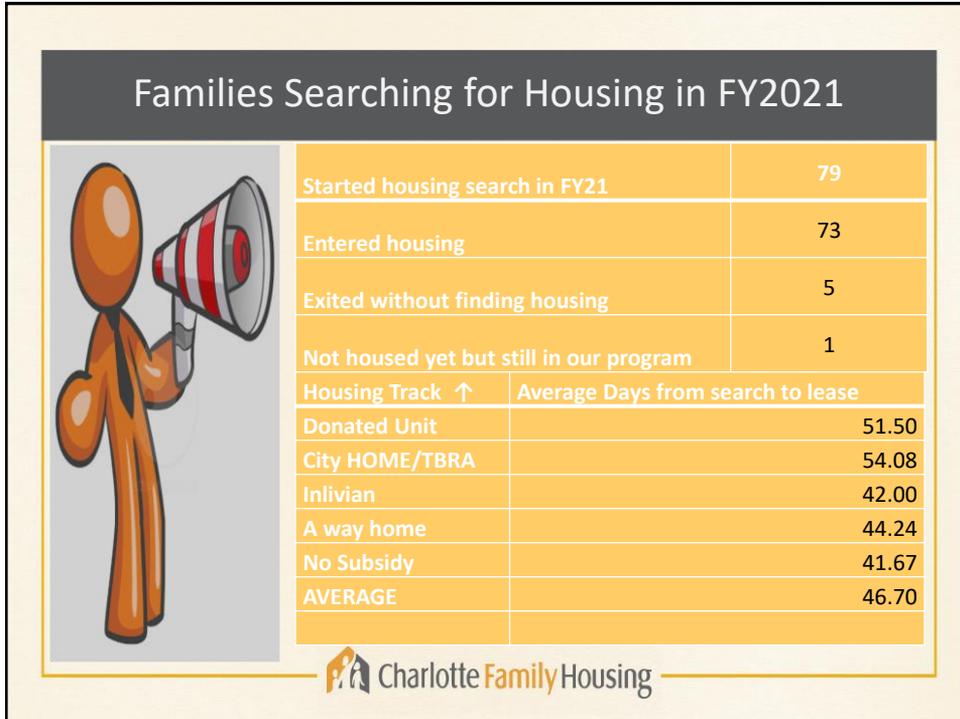


- 74%** of families exiting the program maintained or increased their household income
- 95%** of families exited the program into unsubsidized housing
- 100%** of families surveyed had maintained housing for at least two years after completing the program\*

\*based on a client contact rate of 93%

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## Building Relationships

- **PREPARE for the housing search:**
  - Seek and secure units in advance
  - Pre-qualify
  - Advocate
- **SUPPORT through tenancy:**
  - Regular home visits
  - Tenant rent set at 30% of income
  - Budgeting to ensure bills are paid on time.
  - Tenants– **“PAY YOURSELF FIRST”**
  - 10% of household income prioritized as savings
  - 7 part “Good Neighbor” curriculum: housekeeping, rights & responsibilities as a renter, maintaining professional interaction with property managers.
  - CFH staff at lease signing
  - Timely subsidy payments
  - Regular communication with resident and property management



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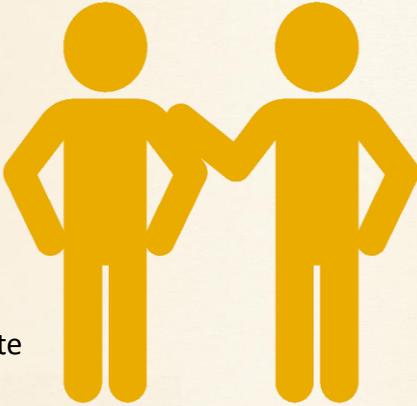
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Supportive Services:

- Resident Advisors
- Clinical Social Worker
- Housing Coordinators
- And our other nonprofit

Partners:

- Beds for Kids
- Common Wealth Charlotte
- Goodwill
- And others



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## Keys to Success

1. Market knowledge –
2. Advocacy and search support –
3. Coordinating and managing the process




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## KEY POINTS

- Provide support matching the need of residents & property managers.
- Articulate the benefits to management
- Be aware of and address real and perceived barriers
- Create and maintain relationships building on successful outcomes.
- Address failures as an opportunity to adjust programming
- Provide a service that is truly a “value add” to both property management and resident




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## Source of Revenue Discrimination



**THANK YOU**

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